

SBAR – Vital Records Affidavit of Correction Process
Howell County Health Department
Administrator-Chris Gilliam

1. Situation: (Brief description of the current issue or situation requiring project/program.)

Earlier this year we were notified by the State Vital Records Amendment Unit that LPHA's are no longer allowed to assist applicants with their filing of affidavit of correction forms. We were instructed, at that time, that we were no longer to provide VS-460 forms to those in need. I can understand that there is likely a sound reason for this protocol. My question is whether there is any compromise to be made here?

Now, rather than providing individual assistance with VR corrections, in spite of the applicant's particular need or circumstances, we find ourselves informing our applicants that they must 1. Call State Vital Records to request an affidavit of correction form. 2. To wait for the State VR Office to mail them the form. 3. Fill out the form (with absolutely no errors). 4. Get the form notarized. 5. Finally, mail back with correct supporting documentation. Furthermore, if there is difficulty with reading or understanding the instructions, a phone call to SVR is required. From our vantage, this serves to only delay the process and increases the difficulty of the overall task.

Could we not help expedite the process for everyone concerned by allowing LPHA's to assist in some manner? Should we not be allowed to at least assist those with limitations, by assisting with accurately completing the form and notarizing it for them?

2. Background: (Relevant background data about current situation and current and past approaches to the situation)

We identified long ago that a significant percentage of the VR applicants we serve have reading, vision and/or comprehension issues. Even more have significant difficulties with being able to accurately follow directions. For these individuals, we have felt an obligation to provide what assistance we can, especially to those undertaking the VR amendment process. Previously, when an applicant was filing for an amendment, we would provide a copy of the form; assist with making sure form was completed correctly (with the State Office's assistance when needed), made copies of supporting documentation, notarized the document and sent the materials to VR on their behalf. In doing so, we observed an overall decrease in the amount of time it took for applicants to complete

the process and receive their amended certificate(s). Most notably in lessening the back and forth delays that occur with incorrectly completed applications.

Though this often proved to be a rather time intensive process for us on the front end, we felt that it was worth the investment, as it reduced the time in which it took for applicants to get their needed documents in hand.

3. Assessment: (Your assessment about the situation and description of project or program that might address the situation.)

I feel that if the State Office of Vital Records could give LPHA's more latitude in providing assistance to individuals filing for an amended certificate, we could not only save time for the applicant, we could assist the State with expediting the applications.

Thesis: LPHA's assistance in the application process would ultimately decrease the amount of direct assistance required of the State Office, as well as, delays in getting the amended documents in the hands of our applicants.

4. Recommendation/Request: (policy, personnel, other resources needed to accomplish the project or program)

The adoption of the proposed protocol/policy would lead to a reduction in VR's work demand, lesson delays in wait times for VR applicants and ultimately benefit my Department.